



# PIH Program

## Information for Families

Tanager's Pediatric Integrated Health program provides families with care coordination and support services designed to assist your child in reaching their full potential.

### Getting Started

- Child is referred (self-referral or provider referral)
- Check for eligibility (Medicaid and Diagnosis)
- Contact from care team to schedule intake meeting
- Request enrollment from Medicaid/MCO

### What to expect:

- One-on-one support
- Assistance with local resources for food, clothing, and housing
- Collaboration with your child's other providers
- Assistance with addressing educational needs and attending meetings
- Focus on child's complete physical and behavioral well-being
- Access to support 24/7

### Common questions:

- **How do I know if my child is eligible for PIH?**  
Basic eligibility requirements include Medicaid insurance coverage and a qualifying mental health diagnosis.
- **What ages do you serve?**  
PIH is available for children 4 to 18 years of age.
- **Who is on the "care team"?**  
Every child/family is assigned a care coordinator, a family support specialist, and a nurse. The care coordinator assists with referrals, resources, and documentation. The family support specialist provides support, a listening ear, and will help with advocating for your child. The nurse coordinator can answer medical questions and help to navigate the healthcare system.
- **What are the requirements for me as a parent?**  
PIH is intended to serve families as needs arise. At minimum the service requires an intake meeting to complete documentation, monthly contact in the form of in person, phone, or email, and annual renewal of enrollment documents.
- **Can I really reach out with any mental or physical health needs/ questions we might have?**  
Absolutely! We can provide support, guidance, and resources to assist with any of these needs.

*"It is nice to know support is just a phone call away. Our care team has helped us so much"*

*"Our care team went above & beyond to meet all of our child's needs. She was on top of things and followed through on what she said said was going to do."*